



PTO/SB/08a (08-03)

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known	
		Application Number	10/721,558
		Filing Date	November 25, 2003
		First Named Inventor	Ozugur, et al.
		Art Unit	3628 3628
		Examiner Name	Not Assigned T. Joseph
Sheet 1 of 2	Attorney Docket Number	139164	

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
TJ	A	US- 2001/0032244 A1	10/18/2001	Neustel	
TJ	B	US- 2002/0145628 A1	10/10/2002	Burgin, et al.	
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FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ Number * Kind Code ² (if known)				
TJ	C	GB 2 329 046 A	03/10/1999	Mitel Corporation		

Examiner Signature	/Tonya Joseph/	Date Considered	01/31/2007
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Substitute for form 1449B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known	
		Application Number	10/721,558
		Filing Date	November 25, 2003
		First Named Inventor	Ozugur, et al.
		Art Unit	3629 3628
Examiner Name	Not Assigned T. Joseph		
Attorney Docket Number	139164		
Sheet	2	of	2

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
TJ	D	THURMAN, et al.; Design of an Intelligent Web-Based Help Desk System; IEEE International Conference on Systems, Man, and Cybernetics; 12-15 Oct. 1997; pp. 2198-2203; Vol. 3	

Examiner Signature	/Tonya Joseph/	Date Considered	01/31/2007
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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Complete if Known

Application Number	
Filing Date	11/25/2003
First Named Inventor	Ozugur et al.
Art Unit	3628
Examiner Name	T. Joseph
Attorney Docket Number	139164

Sheet 1

of

1

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
TJ	AA	Webhelp - Products - ARENA Chat - 09-03-03 http://www.webhelp.com/webhelp/products/chat.jsp	
TJ	AB	ComTek International "Skill Routing" - 09-03-03 http://www.comtek-intl.com/sbr.htm	
TJ	AC	INFOTECH - Technology Backbone, Leading The Way With Technology	
TJ	AD	Webhelp - Products - CASE STUDY: Increase in Customer Conversion Rates	

Examiner Signature	/Tonya Joseph/	Date Considered	01/31/2007
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet	1	of	1
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Examiner Name	T. Joseph
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U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

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		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				
TJ	C1	WO 02/27601 A2	04-04-02	Scott Gosling		

**Examiner
Signature**

/Tonya Joseph/

Date
Considered

01/31/200

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